

YOUR ELECTRICITY METER



**CUSTOMER
INFORMATION
SERVICE**

The Sydney County Council

How accurate is your meter?

In The Sydney County Council supply area there are almost 1 million homes, offices and factories. To measure the electricity consumed at these premises over 1.5 million watt-hour meters have been installed. These meters are precision instruments and must meet stringent standards set by the Council and Government.

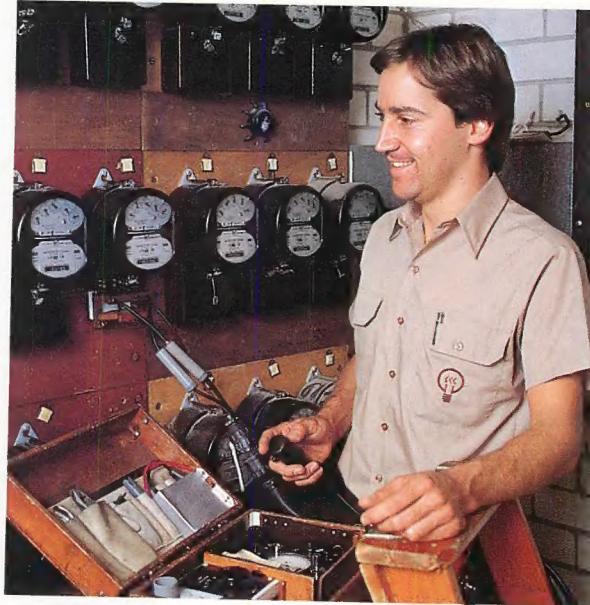
Even before the meters leave the manufacturer, Council's officers ensure they are calibrated to a very high degree of accuracy. On delivery, Council's testing staff carry out further tests to ascertain that SCC standards have been maintained.

Periodic tests are also made after the meters are connected to ensure they retain their accuracy through the years. Standards of accuracy for metering instruments are controlled by Government regulation and the permissible maximum error is $\pm 2\%$.

The Council's meters, however, are calibrated at a higher standard of

accuracy, to less than one half of one percent (or .5%) error.

Research continues to improve long term reliability of watt-hour meters. The latest type of meter in Council's use is expected to have a service life in excess of 50 years.



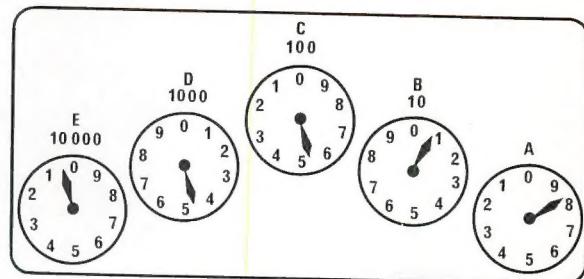
How to read your electricity meter

Your current electricity account shows the meter readings from which it has been calculated.

With this reading you can keep a progressive check on your electricity consumption by periodically reading your own meter.

Stand directly in front of the meter. Commence reading from the right-hand dial (A). Read each dial in succession to the left and write down the corresponding figures from right to left as you read them.

When a dial hand points between two numbers, write down the lower of the two numbers. If it points between 0 and 1 write

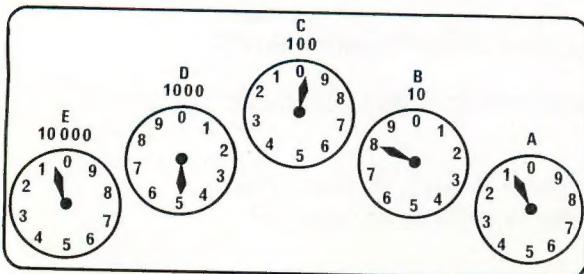


0, but if between 9 and 0 write 9. For example, the reading in the first illustration is 0-4-5-0-8, that is, four thousand, five hundred and eight kilowatt-hours.

Remember – adjacent dial pointers rotate in opposite directions.

When a dial hand appears to be exactly on a number, as on dial D in the second illustration, look at dial C to the right. If the hand on dial C has not passed zero, the

number (5) has not actually been reached on dial D and the reading on that dial is the next lowest number (4). The reading in the second illustration is 0-4-9-8-0.



There are various types of electricity meters, but the method of reading is the same.

The difference between the present reading and the reading taken at the end of the previous quarter is the number of kilowatt-hours of electricity used during the intervening quarter.

Why your account may vary

Account variations are rarely caused by inaccurate meters. The change of season generally makes a difference, and, as you might expect, winter's cold and the shorter hours of daylight increase use. Consider as well increased entertaining, additional adults or children (particularly a new baby) and the installation of new or larger capacity appliances. Also keep in mind that the period covered by your account may vary by seven days as it is not always possible for the meter to be read on the same day each quarter.

Meter check

If, after considering possible explanations for variations in your account, you still feel your meter is registering incorrectly, the Council will test it for a small fee. If the test shows the meter to be under-registering or over-registering by more than two percent (the limit of error allowed by law), the fee will be refunded and your account adjusted. However, experience over many years has shown that meters are rarely found to be registering fast.

We need your help

On various occasions SCC meter readers have extreme difficulty in gaining access to customers' meter boxes.

Generally, the most common problem is the growth of surrounding shrubs or trees.

These can make the reader's task not only difficult but in some cases dangerous, particularly if the shrubs are of a spiky variety.

Overhanging shrubs can also be extremely troublesome, especially in wet weather.

You can help by trimming any trees or shrubs near your meter box.

Another recurring problem is that caused by damaged meterbox lids. Because (in many cases) meter boxes are exposed to the elements, hinges seize and rust. Consequently, when opened, the lid can fall and injure the reader.

You can help by regularly checking the condition of your meter box.

When alterations are made to a dwelling the meter box can become enclosed in places such as a verandah or behind a fence or lattice without a gate for access.

You can help by providing easy access to the meter box.

Under the "General Conditions of Supply" customers must allow meter reading staff safe access to meters and other equipment which is the property of the Council. When erecting fences or barriers and, where security locks are needed, consult the Customer Supply and Services office in your area. A lock and keys may be purchased which will secure the specific area while providing access to authorised Council staff who are issued with a master key.

If you are in any doubt regarding the accessibility of your meter box to the meter reader, please contact the Council for advice. Phone 266 0033.

SCC ADVISORY SERVICE

The SCC offers an advisory service on the efficient and economic use of electricity in the home.

This service for which no charge is made covers impartial advice on:

- ▶ selection of the most suitable appliance for your particular needs
(air conditioning, clothes washers and dryers, dishwashers, freezers, microwave ovens, ranges, refrigerators, space heating, water heating, etc);
- ▶ correct installation of appliances;
- ▶ efficient and economical operation of electrical appliances;
- ▶ energy management;
- ▶ adequate wiring.

CUSTOMER SERVICE CENTRES

SYDNEY CITY—570 George Street

Bankstown — 7 Fetherstone Street
Bondi — 149 Oxford Street
Burwood — 208 Burwood Road
Campsie — 259 Beamish Street
Chatswood — 346 Victoria Avenue
Dee Why — 22 Howard Avenue
Gosford — 50 Mann Street

Hornsby — 145 Pacific Highway
Hurstville — 213 Forest Road
Kingsford — 309 Anzac Parade
Kogarah — 14 Montgomery Street
Manly — 48 Sydney Road
Sutherland — 22 Eton Street
The Entrance — 24 The Entrance Road
Toukley — 280 Main Road
Woy Woy — 2 Oval Avenue

Account Inquiries
(02) 288 8866

General Business
(02) 266 0033

Brisbane Water Area (043) 24 1611



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The Sydney County Council.